extour

Security Tour Management Software

User Guide

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Foreword

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Cautions and Notes

The following symbols are used in this guide:

CAUTION! This indicates an important operating instruction that should be followed to avoid any potential damage to hardware or property, loss of data, or personal injury.

NOTE. This indicates important information to help you make the best use of this product.

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1. Overview

EXtour provides a convenient means of managing security tours using your access readers.

The EXtour software module allows you to configure readers and personnel within the EXgarde Pro database to provide management of security tours. Any of the readers within the access control site can be selected for inclusion in the tour and set to a predefined order ensuring a control route can be carried out by defined personnel. The defined tour is timed and requires the administrator to specify times taken to reach each reader. This will provide 3 possible outcomes which will also activate alarms if not done correctly.

- Early card presentation – Guard is not performing his tour duty correctly
- Correct time card presentation - Guard is performing his tour duty correctly
- Late or Failure of card presentation – Guard could be in trouble or has experienced an occurrence

The EXtour screen presents a real time status of all tours that are currently active providing a very clear overview.
Tour alarms are made visible in the Tour Alarm pane area of the screen.

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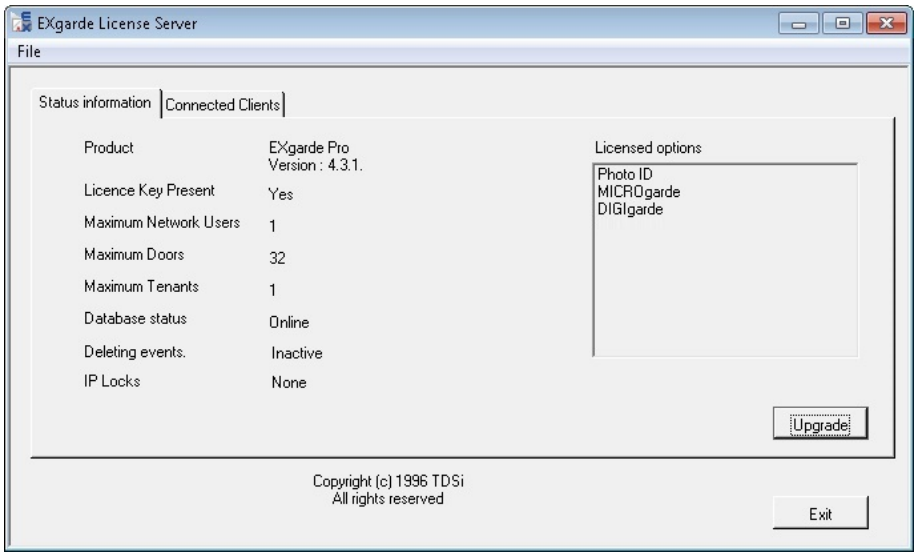
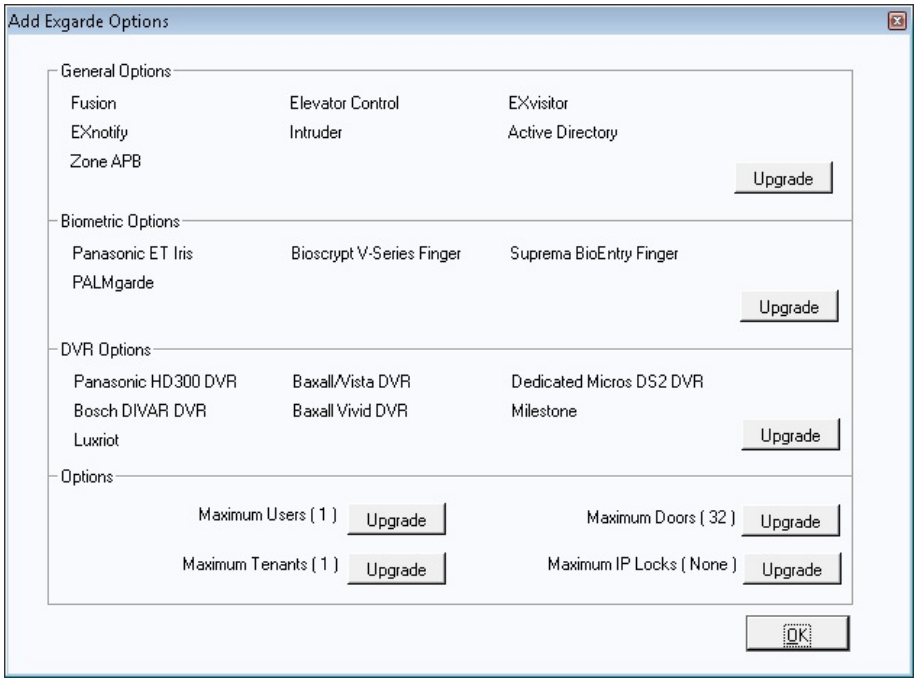
2. Upgrade to EXtour

To Upgrade to EXtour from EXgarde Open License Server and click on the Upgrade button



Select the Upgrade button in the general Options section



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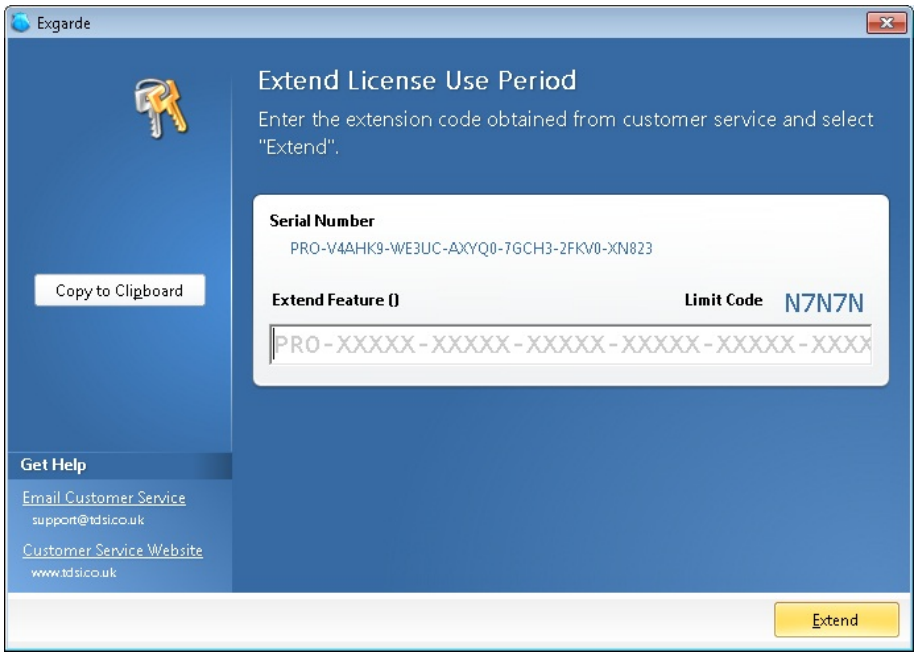
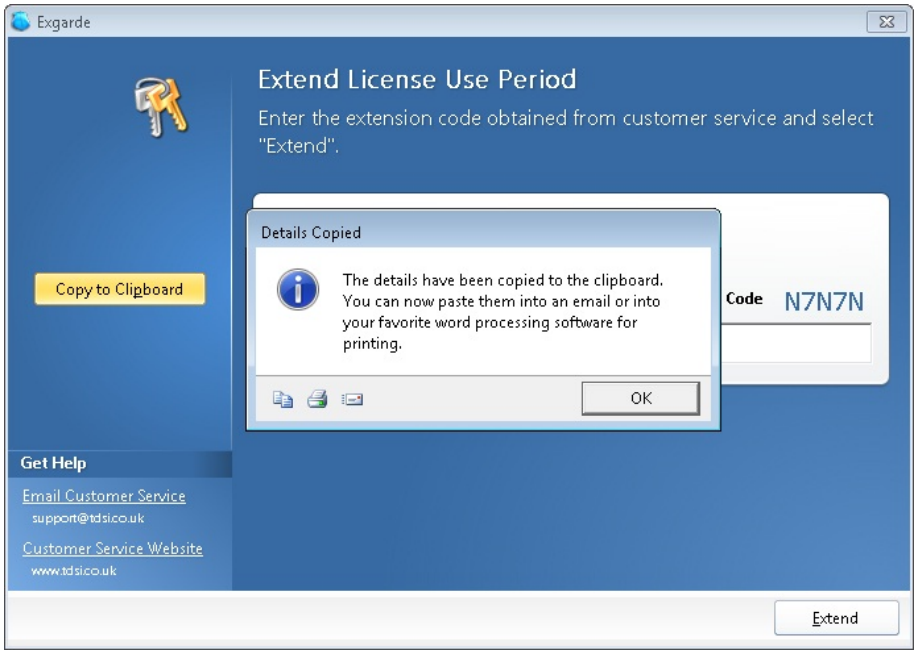
The license window below will appear a Serial Number and a Limit Code. This information and which license you wish to extend (in this case EXtour), will need to be emailed to support@tdsi.co.uk.



A quick way to copy the information so it can be pasted into an email is with the Copy to Clipboard button. This will bring up the following conformation window.


Exgarde
Extend License Use Period
Enter the extension code obtained from customer service and select "Extend".
Details Copied
The details have been copied to the clipboard. You can now paste them into an email or into your favorite word processing software for printing.
OK
Copy to Clipboard
Code
N7N7N
Get Help
Email Customer Service
support@tdsi.co.uk
Customer Service Website
www.tdsi.co.uk
Extend

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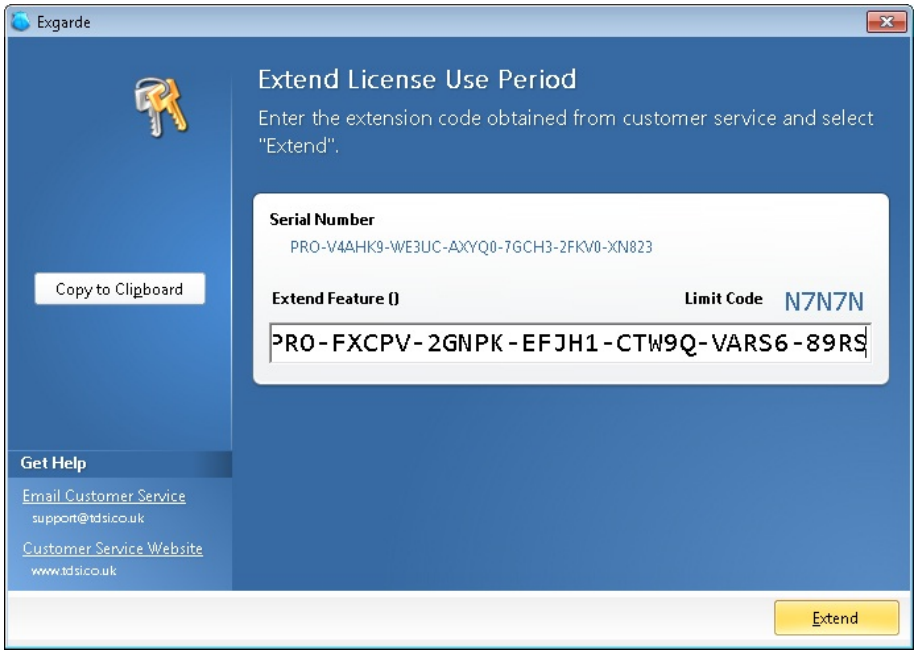
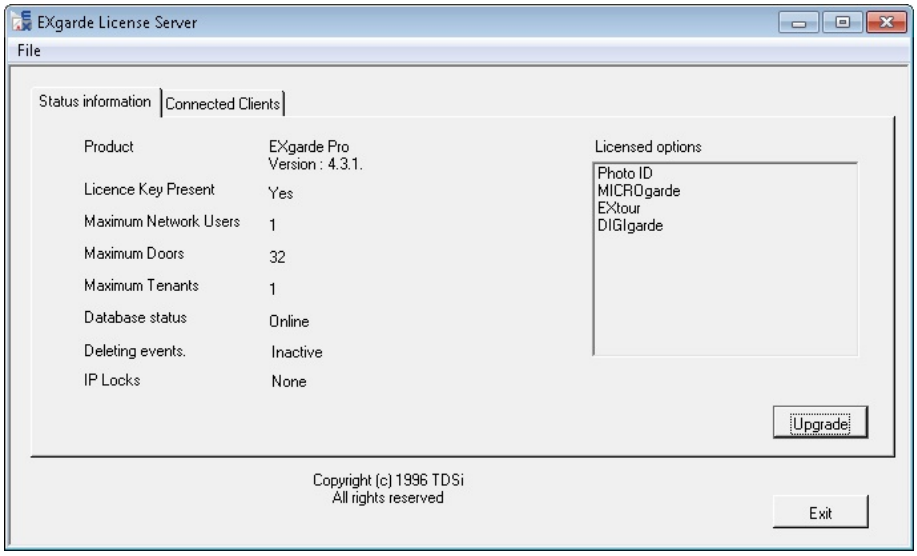
TDSi will email you another serial number which will need to be entered in to the text box. Once this is done click Extend.



EXtour will now appear in the Licensed Options window.



You can repeat the process if you require any other Licenses.

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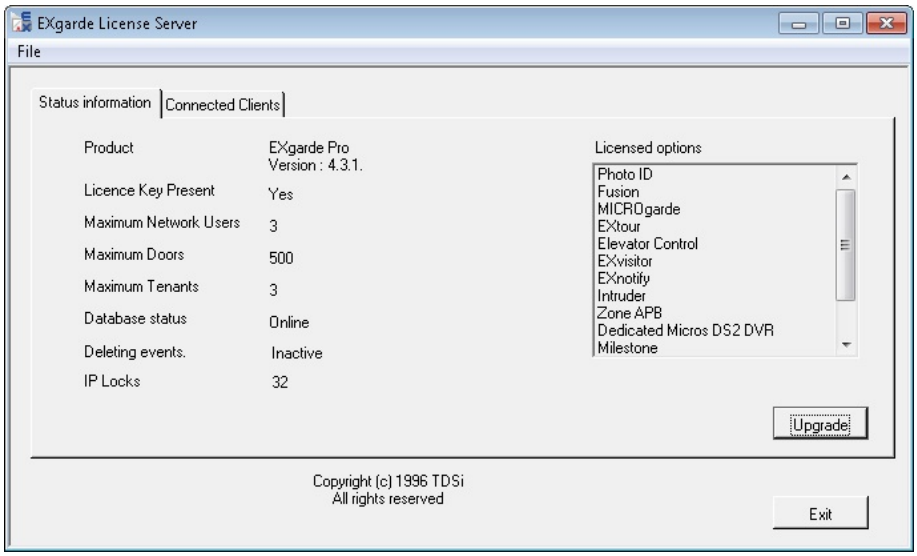
3. Install

Before you can install EXtour ensure at least two Network User need registered to the License server and that the License server in running.



EXtour is installed using an installer *setup.exe*. This will perform the following steps

1. Install the EXtour application
2. Install the Microsoft .NET framework*
3. Install this help file

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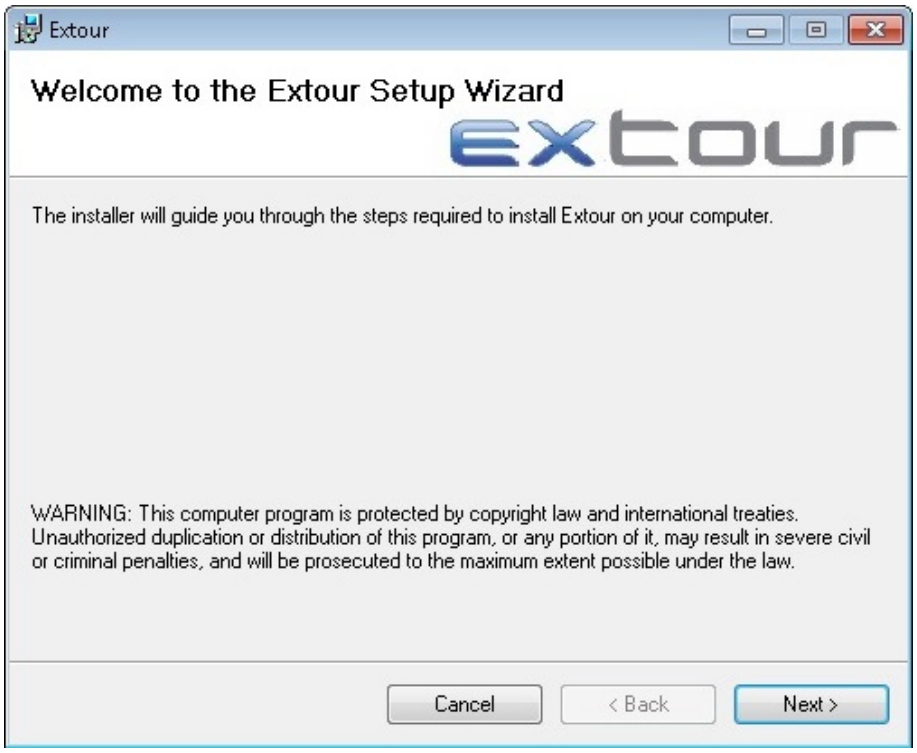
Extour
Welcome to the Extour Setup Wizard
extour
The installer will guide you through the steps required to install Extour on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

**If Microsoft .NET framework is not installed you will be prompted to install as part of the installation*

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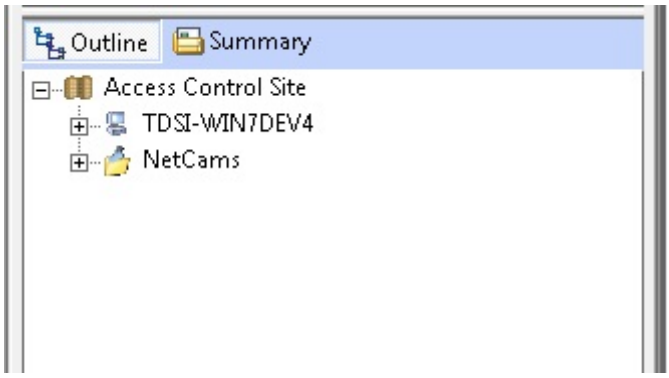
4. EXtour Database connection

To enable EXtour to connect with the existing EXgarde Database, the Database server name will need to be added in the top text field, with the other fields left blank.

Extour
Database connection
extour
Enter options to configure database connection. If you are using the default Exgarde database then you just need to enter the name of the PC where the database is stored in Database Server Name
Database Server Name:
TDSI-WIN7DEV4
Database Name:
Database user:
Database password:
Cancel
< Back
Next >

Details of the Database Server Name can be found in EXgarde under Equipment.



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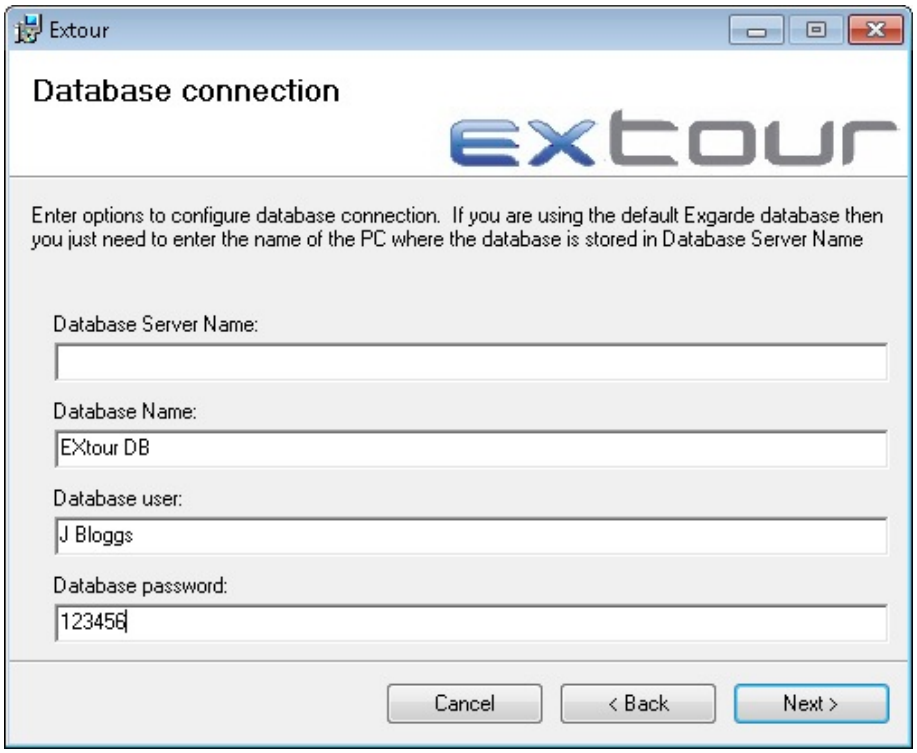
If you are running a separate database to the standard EXgarde database, you will be required to enter the details of the database before continuing


Extour
Database connection
extour
Enter options to configure database connection. If you are using the default Exgarde database then you just need to enter the name of the PC where the database is stored in Database Server Name
Database Server Name:
Database Name:
EXtour DB
Database user:
J Bloggs
Database password:
123456
Cancel
< Back
Next >

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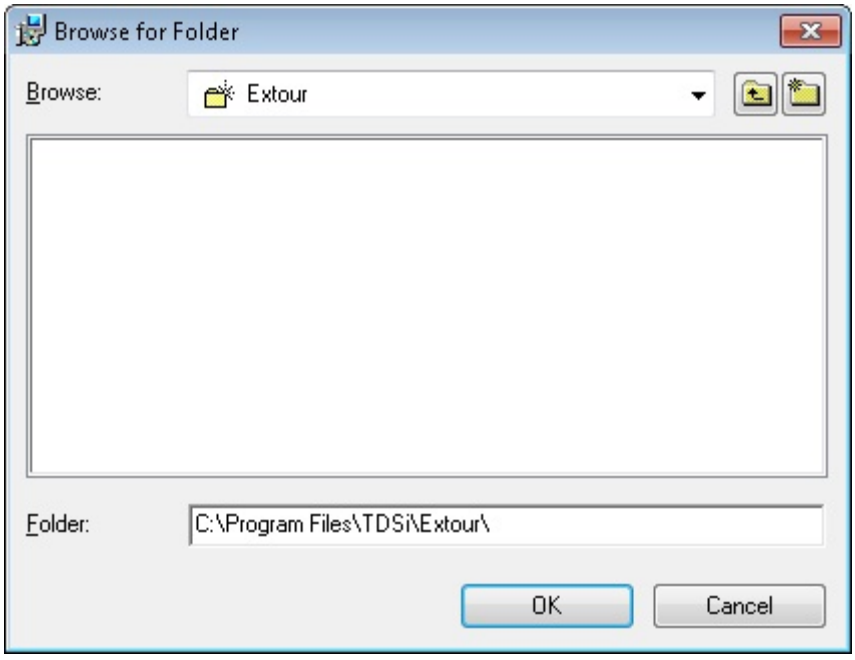
5. Install Location

The EXtour install will default to the existing TDSi file location. If the install is for private use select the Just me option before continuing.

Extour
Select Installation Folder
extour
The installer will install Extour to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\TDSi\Extour\
Browse...
Disk Cost...
Install Extour for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

If you require EXtour to be install in an alternative location, click on the Browse Button and the window below will appear.



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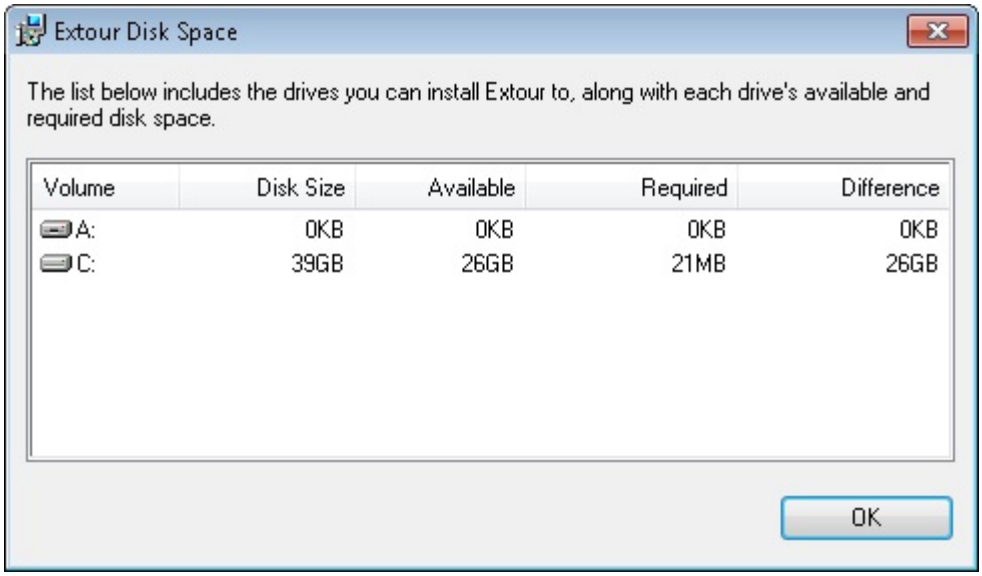
You can evaluate the available disk volumes by selecting the Disk Cost button.
This will open a new window with the details of available drives and also the size and how much space EXtour will require.



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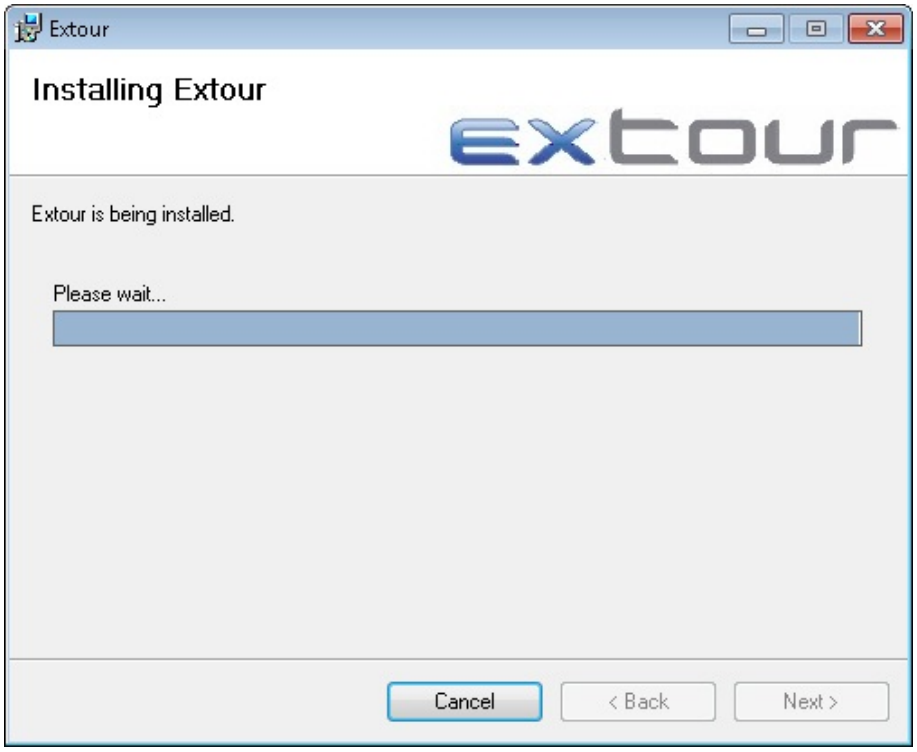
6. Confirm Install

When you are ready to install, click on the next button

The window below will appear displaying the progress of the install



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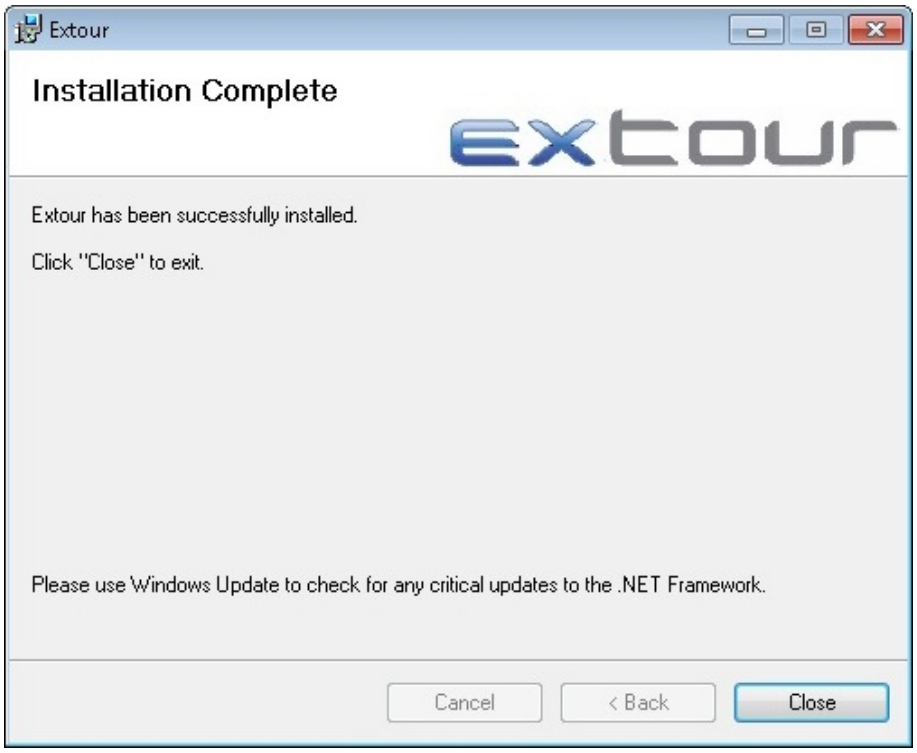
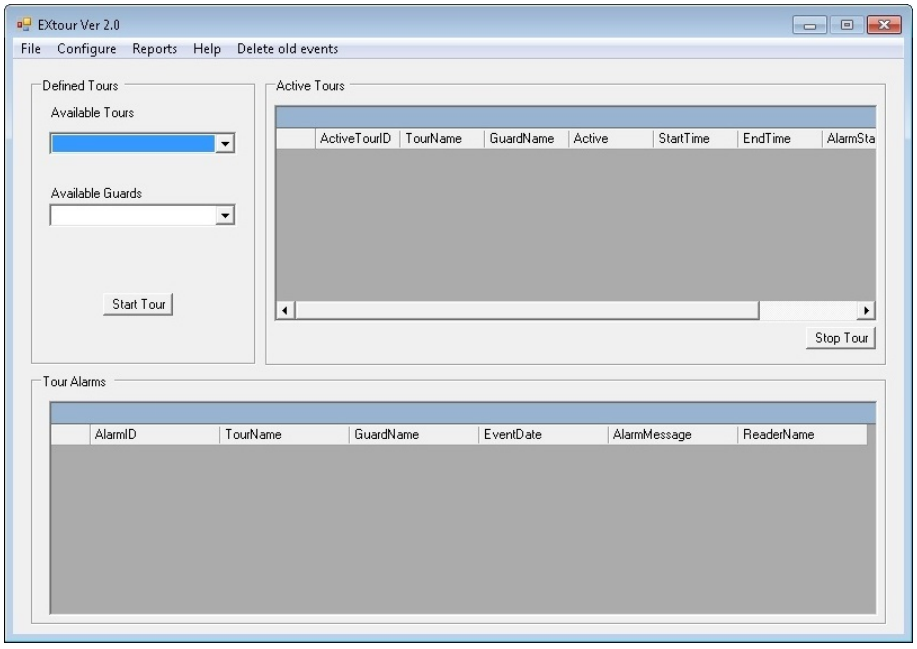
7. Install Complete

Once the install is complete click on the Close button and the EXtour main window will open up.





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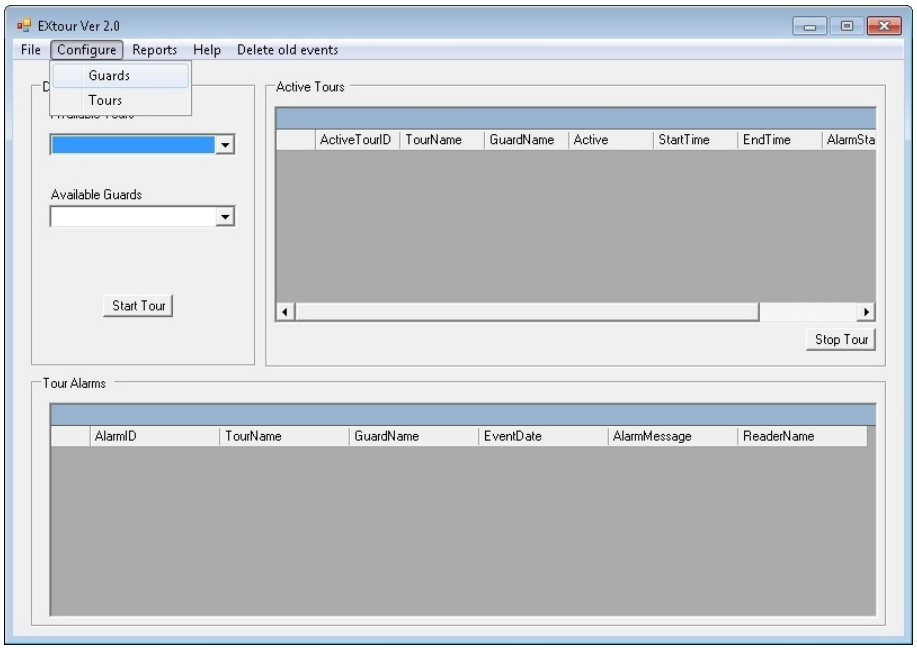
8. Configure Guards

To Configure the Guards select the Configure Tab at the top of the main window.



Select the Guards option and the new window below will appear. You will notice all the Keyholders registered with EXgarde are available in the box on the left.

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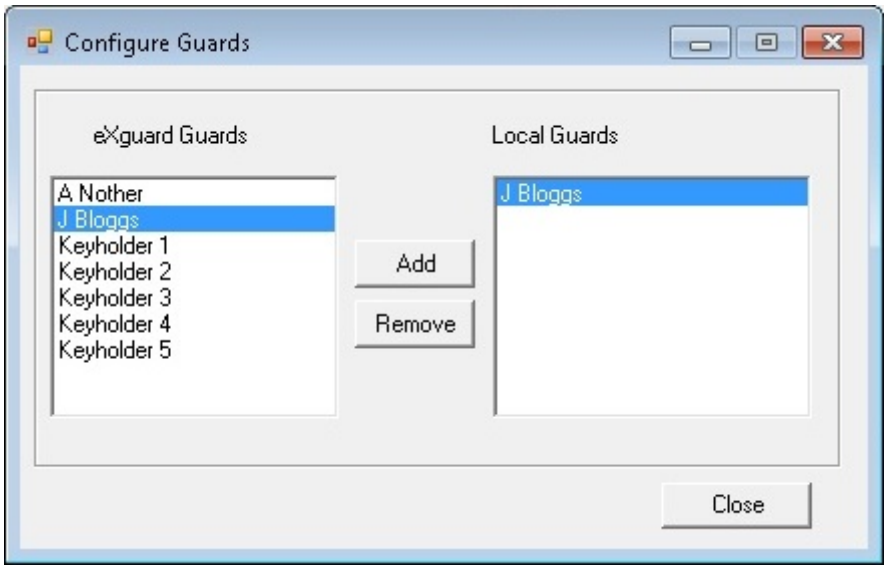
You can add or remove specific Guards depending on your requirements by using the Add or Remove buttons in the center of the window.



Click on close to return to the main window.

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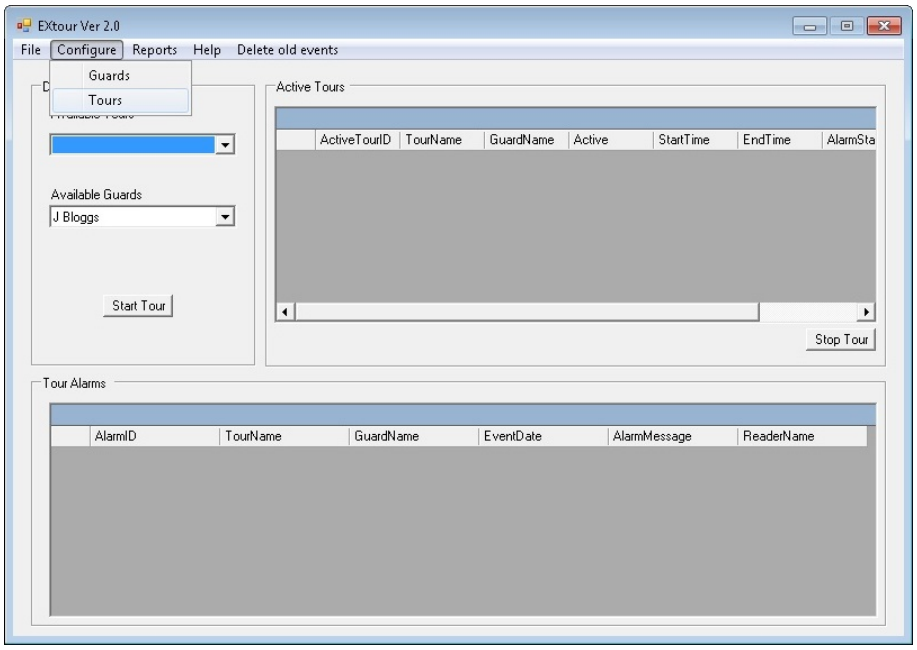
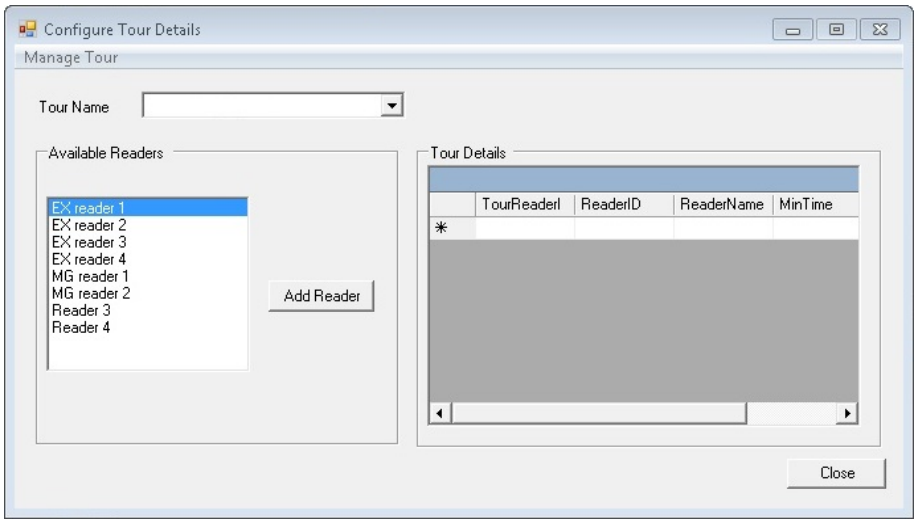
9. Configure Tour

To Configure the Tours select the Configure Tab at the top of the main window.



Select the Tours option and the new window below will appear. You will notice all the readers registered with EXgarde are available in the box on the left.



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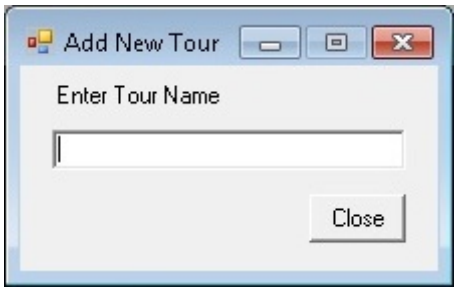
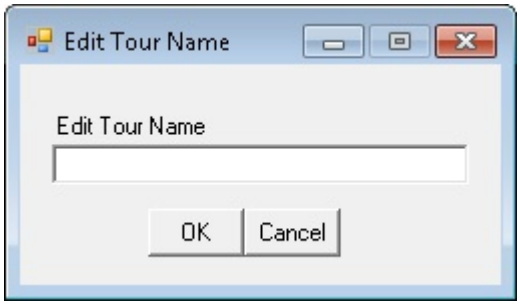
Select the Manage Tour button at the top of the window to carry out the following tasks

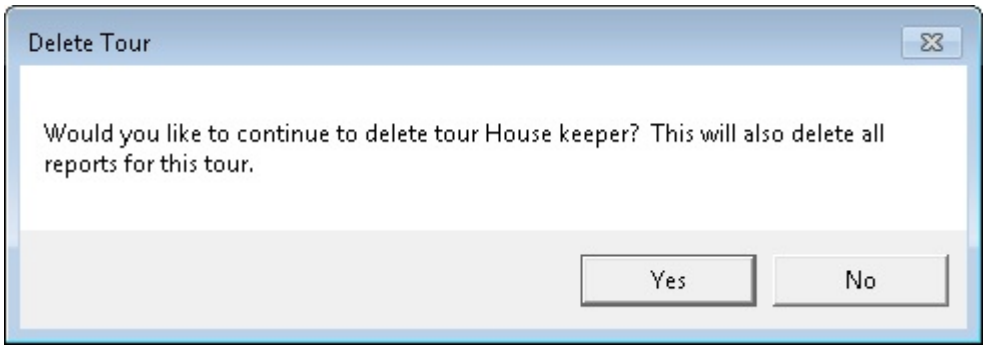
- Add new Tour - will allow you to name and create a new tour



- Edit Tour - will allow you to select and edit a current Tour name



- Delete Tour - will allow you to delete the current selected Tour in the Tour Name drop down box.



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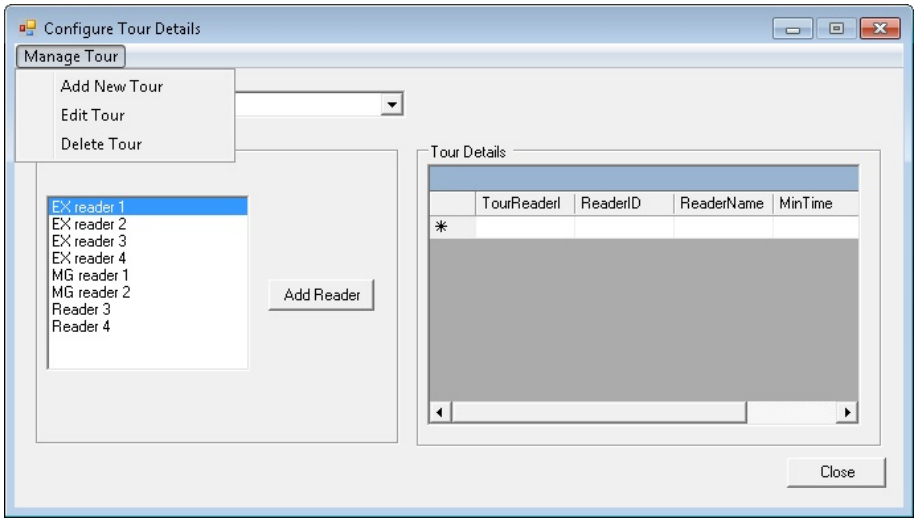
10. Adding New Tour

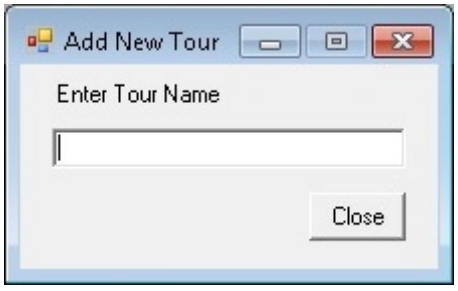
When adding a new tour to the system it is advisable you have the following information to hand before starting this process.

- Name of the readers and their location.
- The route the tour will take.
- The time the tour will take to complete.

To create a new tour click on the Manage Tour tab at the top of the screen and select Add New Tour.



The window below will allow you to enter the name of the new tour. Select Close when complete



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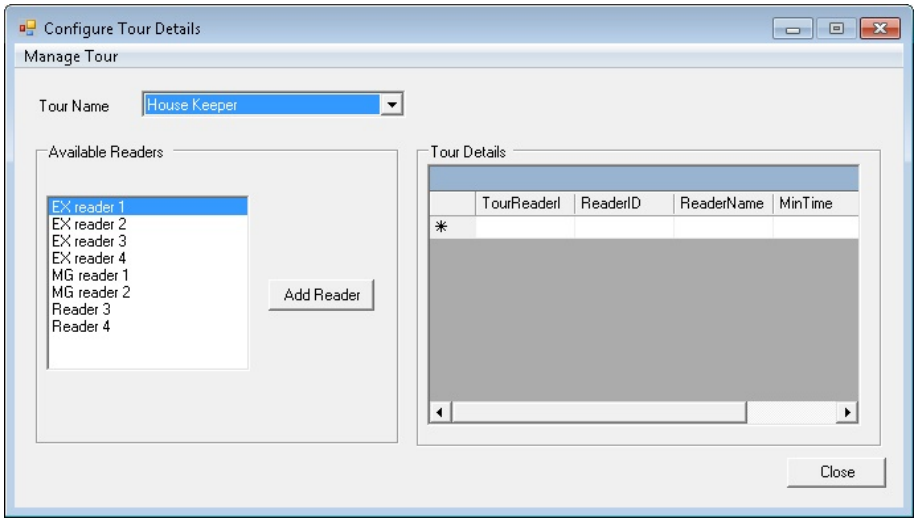
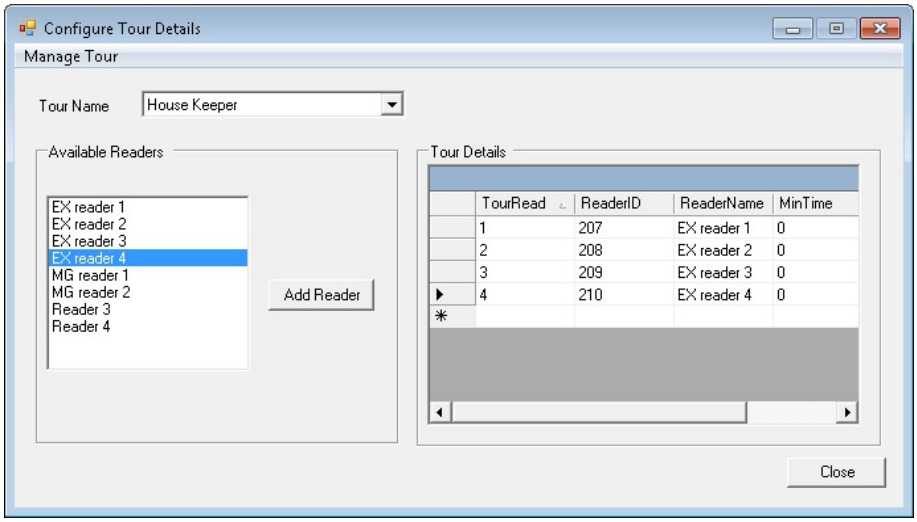
The New Tour will appear in the Tour Name drop down box. This will also contain any other tours you may have with different route configurations.



You can now begin to build the tour by adding the readers to the Tour Detail. This will need to be done in accordance with the desired route the tour will take.

N.B. You cannot remove a reader once it has been added to the Tour, a new tour will need to be created.



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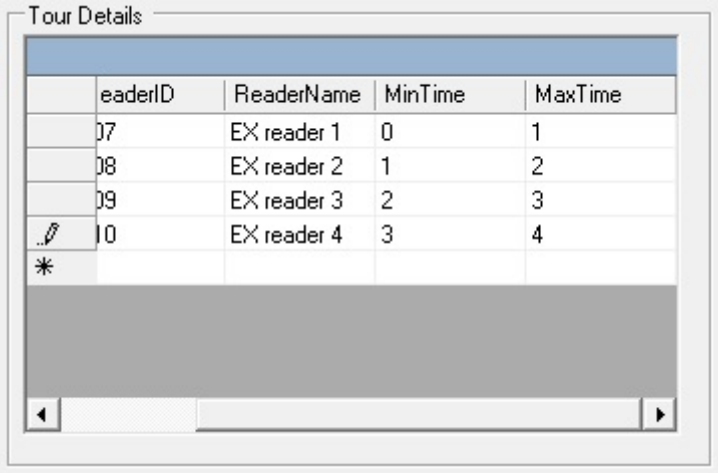
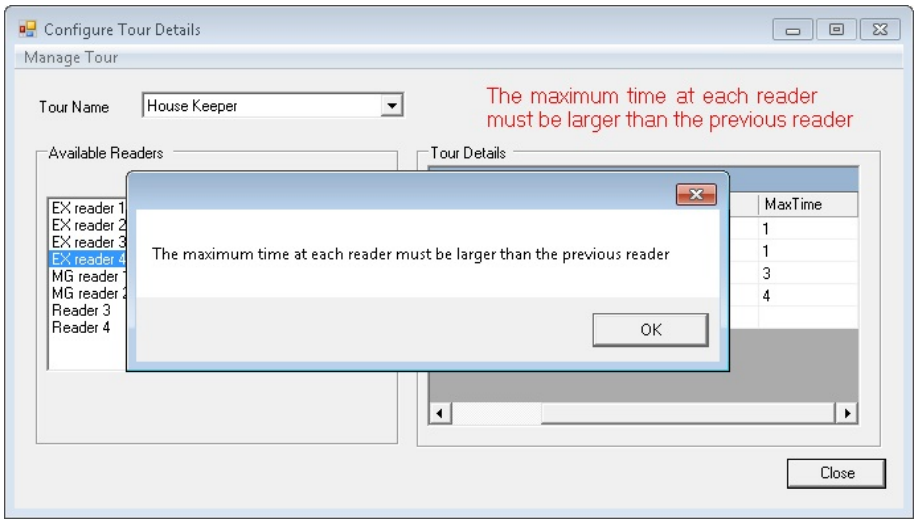
Once all the required readers have been added, the Min and Max times to get to each reader will need to be set. These times work on a cumulative bases, meaning the total time taken to complete the tour should be the max time added to the last reader.
The table below demonstrates a basic setup.

- The tour will take a maximum of 4 minutes
- The guard has a minute to get from one reader to another
- If the guard takes longer than the times specified on the table, an alarm will be triggered



If you have entered an incorrect Min and or Max time value the error message below will pop up when you try to close the main window.
To clear this error review your entered time and ensure they meet the details specified in the message box.



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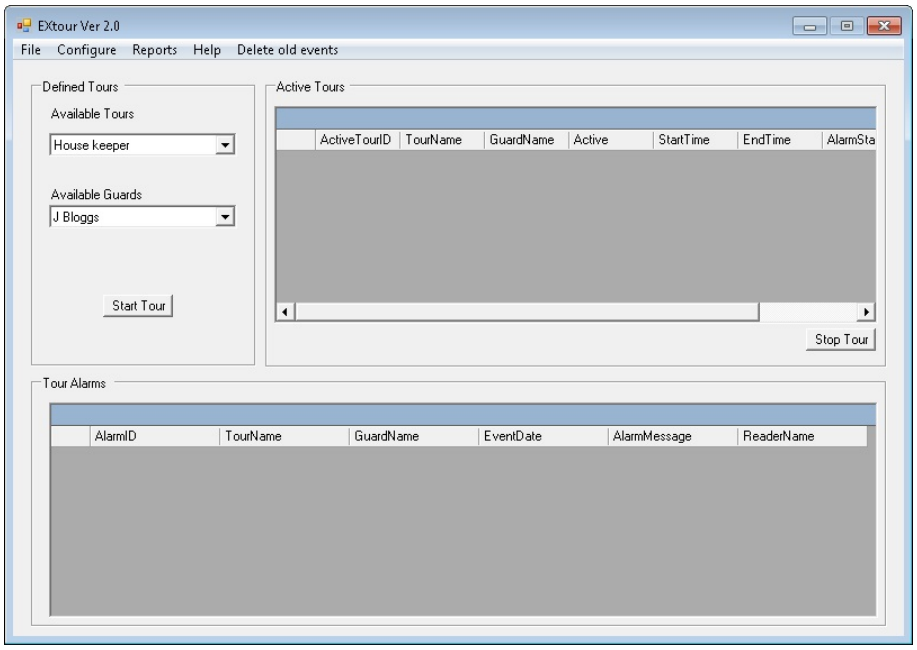
Now that the readers and times have been specified you can now close the Window. You will return back to the main window where the name of the tour you have just created will appear in the Available Tours drop down box.



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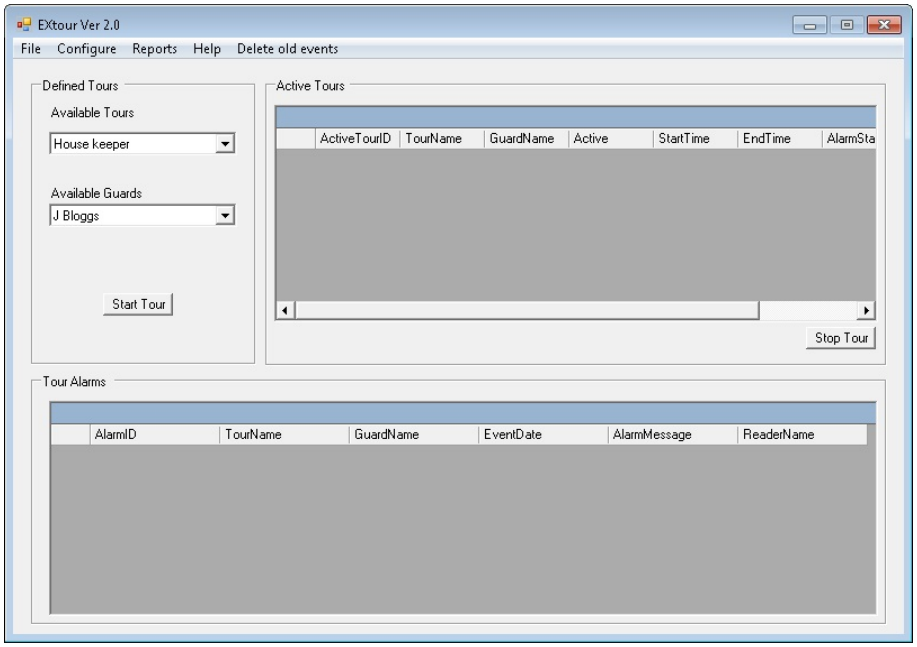
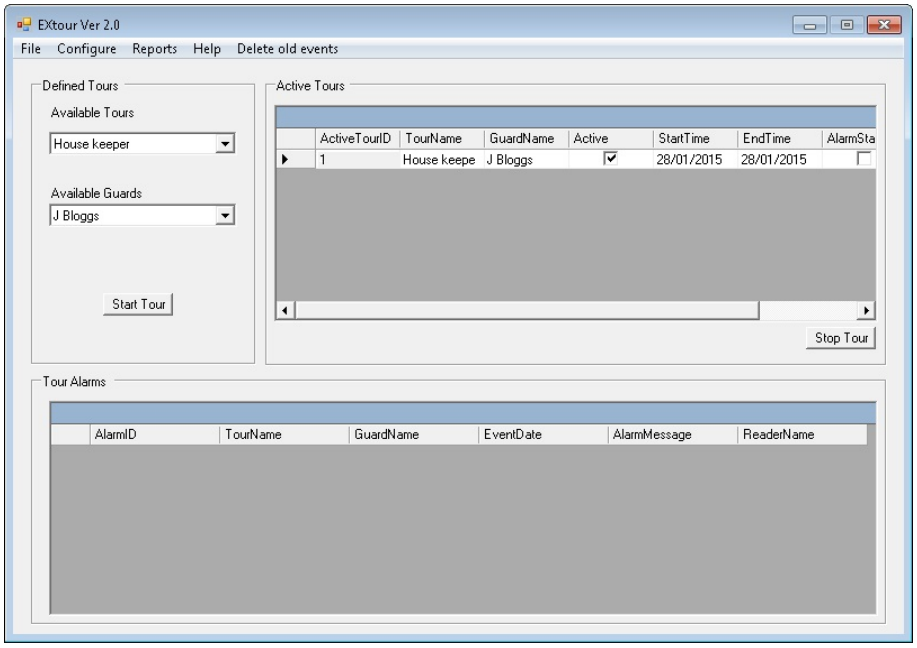
11. Start Tour

Now that the specified Tour and Guards have been created you can now start a tour. Select the Start Tour button on the left side of the window to begin the tour.



The new tour details will appear in the Active Tours area of the main window.



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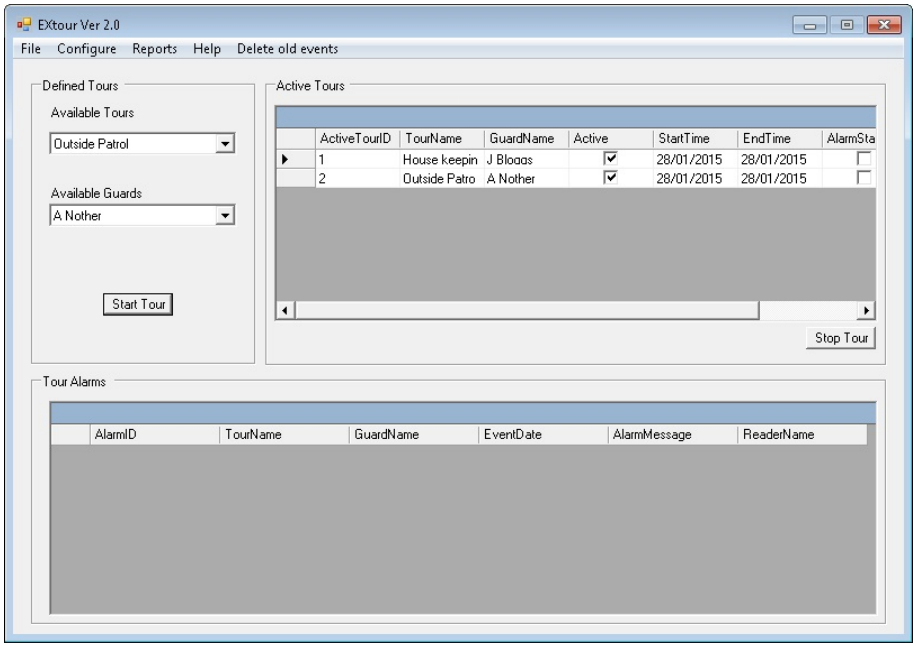
When the tour is complete, click on the Stop Tour button to log the tour detail.
If there are several tours in process, ensure the black arrow is on the same line as the tour you want to stop.



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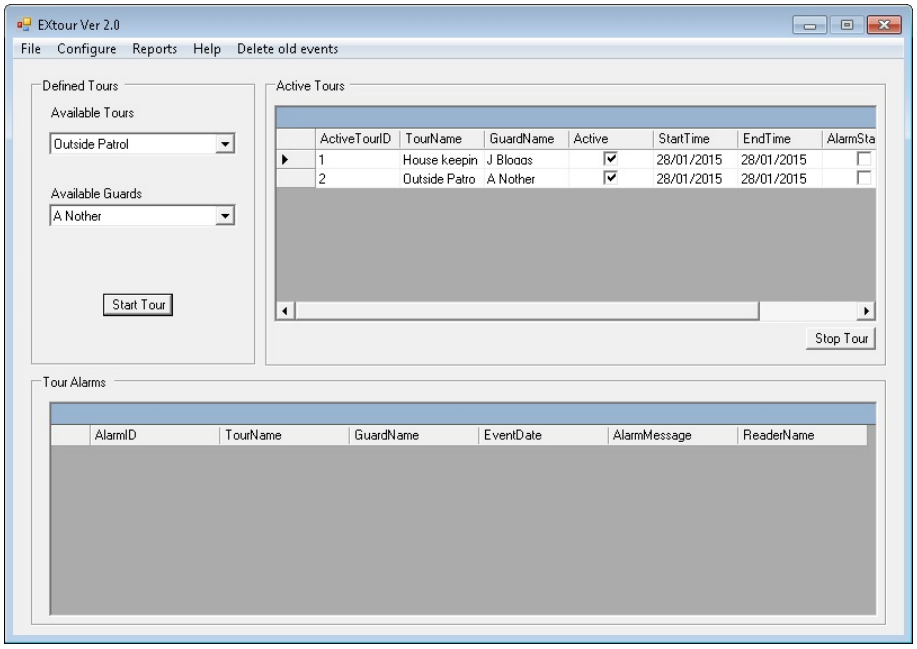
12. Stop Tour

When the tour is complete, click on the Stop Tour button to log the tour detail.

If there are several tours in process, ensure the black arrow is on the same line as the tour you want to stop.



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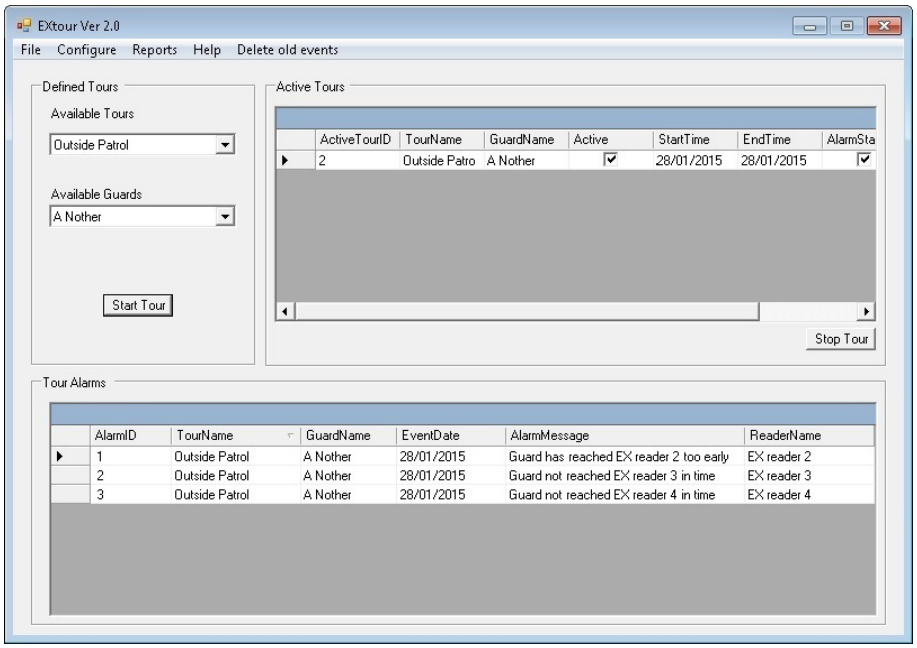
13. Tour Alarms

If there is a problem whilst a tour is in process preventing the guard from getting to the readers by the specified times or they get to the reader too early, an alarm will appear in the Tour Alarms dialog box. These will be displayed in the Alarm Message box as followed.

- Guard has reached EX reader too early
- Guard not reached EX reader in time

Full details of the alarms will be displayed as shown in the example below. As you can see the Guard reached the second reader too early and did not reach any of the other readers specified on their tour by the given times required.


EXtour Ver 2.0
File Configure Reports Help Delete old events
Defined Tours
Available Tours
Outside Patrol
Available Guards
A Nother
Start Tour
Active Tours
ActiveTourID TourName GuardName Active StartTime EndTime AlarmSta
2 Outside Patro A Nother 28/01/2015 28/01/2015
Stop Tour
Tour Alarms
AlarmID TourName GuardName EventDate AlarmMessage ReaderName
1 Outside Patrol A Nother 28/01/2015 Guard has reached EX reader 2 too early EX reader 2
2 Outside Patrol A Nother 28/01/2015 Guard not reached EX reader 3 in time EX reader 3
3 Outside Patrol A Nother 28/01/2015 Guard not reached EX reader 4 in time EX reader 4

When you click on the Stop Tour button, EXtour will log and clear the alarms from the active tour. Full analysis of the tours can be found in Reports.

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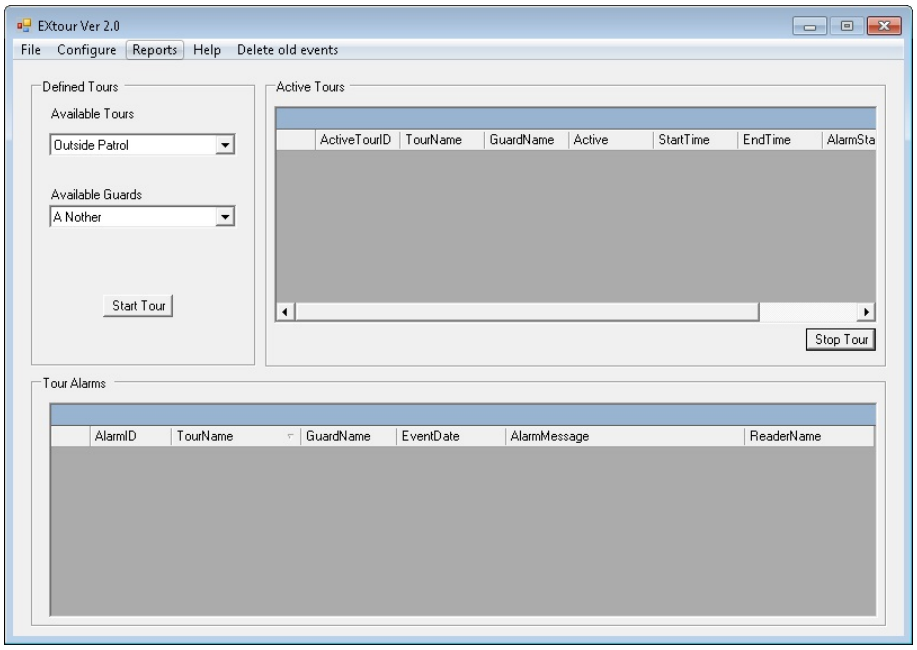
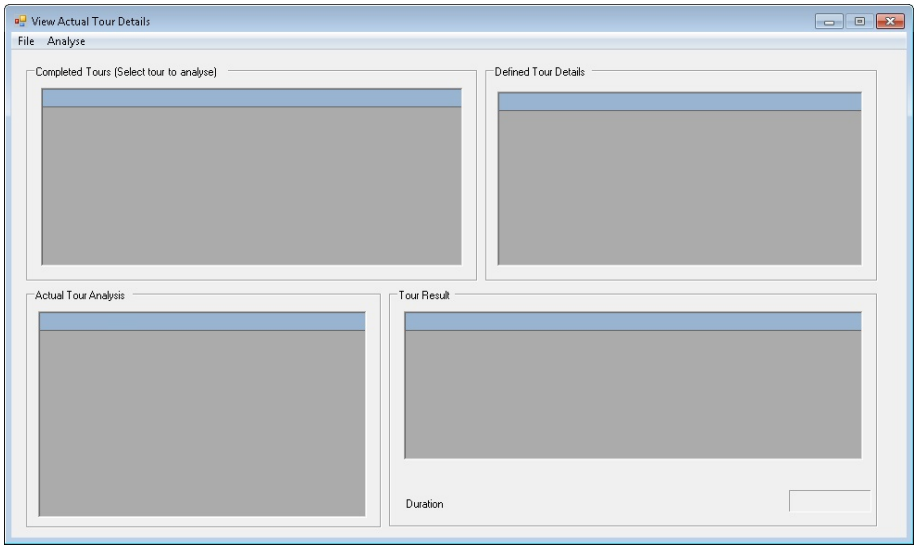
14. Reports

EXtour provides the facility to view and analyse any of the tours logged via the Report tap at the top of the screen.



Selecting the Reports will open up a new window contain 4 dialog boxes.



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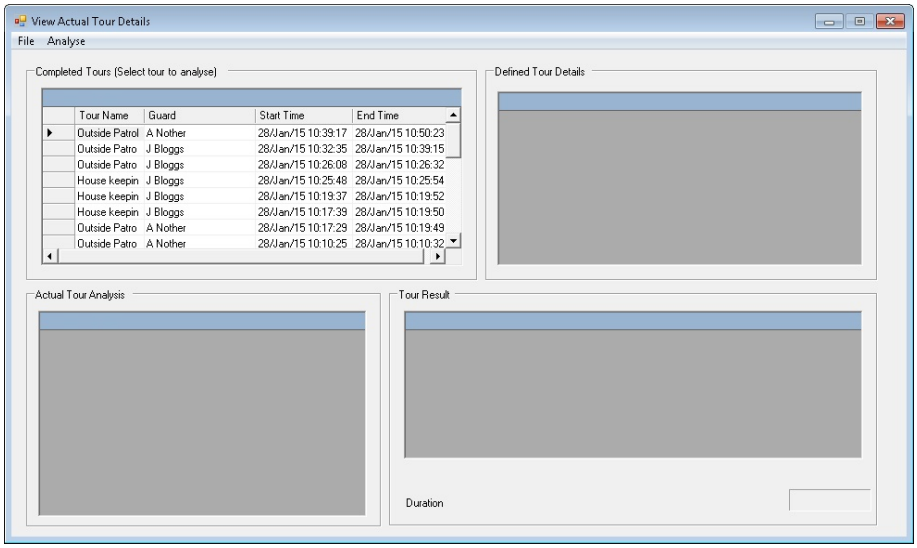
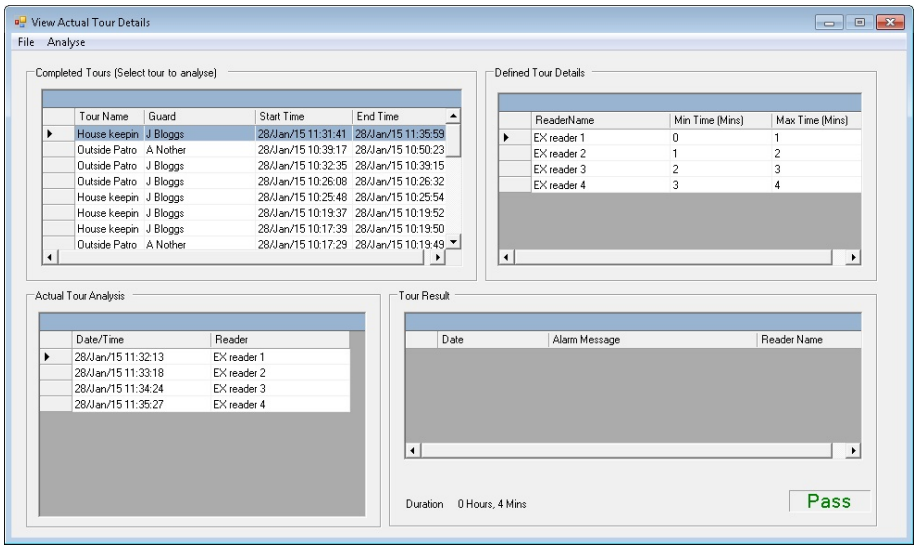
The Completed Tours window has details of tours carried out.


View Actual Tour Details
File Analyse
Completed Tours (Select tour to analyse)
Tour Name Guard Start Time End Time
Outside Patrol A Nother 28/Jan/15 10:39:17 28/Jan/15 10:50:23
Outside Patro J Bloggs 28/Jan/15 10:32:35 28/Jan/15 10:39:15
Outside Patro J Bloggs 28/Jan/15 10:26:08 28/Jan/15 10:26:32
House keepin J Bloggs 28/Jan/15 10:25:48 28/Jan/15 10:25:54
House keepin J Bloggs 28/Jan/15 10:19:37 28/Jan/15 10:19:52
House keepin J Bloggs 28/Jan/15 10:17:39 28/Jan/15 10:19:50
Outside Patro A Nother 28/Jan/15 10:17:29 28/Jan/15 10:19:49
Outside Patro A Nother 28/Jan/15 10:10:25 28/Jan/15 10:10:32
Defined Tour Details
Actual Tour Analysis
Tour Result
Duration

To view a specific tour, highlight the tour and click on the Analyse tab at the top of the window. This will then auto fill the other 3 windows.
As you can see from the information below, the Guard completed the tour in the given time, resulting in a Pass being displayed in the bottom right corner of the window.


View Actual Tour Details
File Analyse
Completed Tours (Select tour to analyse)
Tour Name Guard Start Time End Time
House keepin J Bloggs 28/Jan/15 11:31:41 28/Jan/15 11:35:59
Outside Patro A Nother 28/Jan/15 10:39:17 28/Jan/15 10:50:23
Outside Patro J Bloggs 28/Jan/15 10:32:35 28/Jan/15 10:39:15
Outside Patro J Bloggs 28/Jan/15 10:26:08 28/Jan/15 10:26:32
House keepin J Bloggs 28/Jan/15 10:25:48 28/Jan/15 10:25:54
House keepin J Bloggs 28/Jan/15 10:19:37 28/Jan/15 10:19:52
House keepin J Bloggs 28/Jan/15 10:17:39 28/Jan/15 10:19:50
Outside Patro A Nother 28/Jan/15 10:17:29 28/Jan/15 10:19:49
Defined Tour Details
ReaderName Min Time (Mins) Max Time (Mins)
EX reader 1 0 1
EX reader 2 1 2
EX reader 3 2 3
EX reader 4 3 4
Actual Tour Analysis
Date/Time Reader
28/Jan/15 11:32:13 EX reader 1
28/Jan/15 11:33:18 EX reader 2
28/Jan/15 11:34:24 EX reader 3
28/Jan/15 11:35:27 EX reader 4
Tour Result
Date Alarm Message Reader Name
Duration 0 Hours, 4 Mins
Pass

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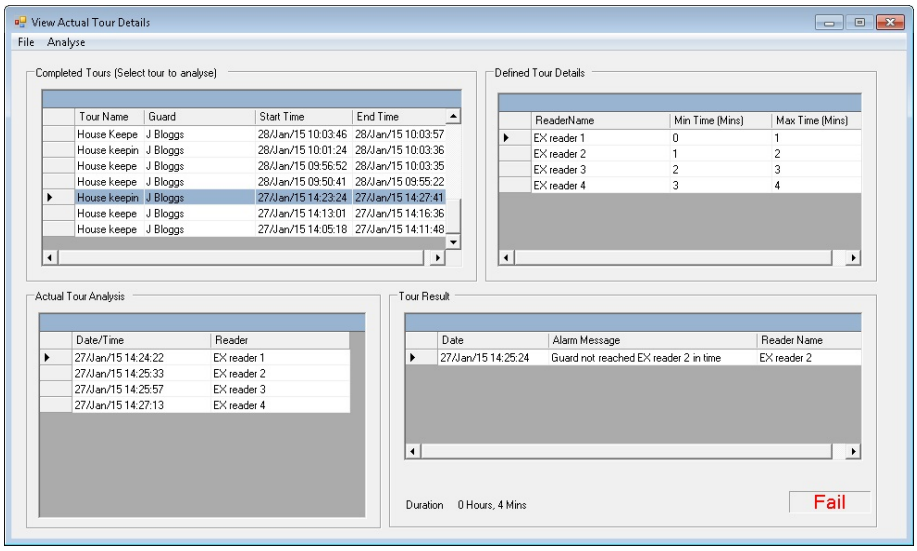
If the Guard did not complete the tour in the given time, details of why will be displayed in the Tour Result window and a Fail will be displayed in the bottom right corner.


View Actual Tour Details
File
Analyse
Completed Tours (Select tour to analyse)
Tour Name
Guard
Start Time
End Time
House Keepe J Bloggs 28/Jan/15 10:03:46 28/Jan/15 10:03:57
House keepin J Bloggs 28/Jan/15 10:01:24 28/Jan/15 10:03:36
House keepe J Bloggs 28/Jan/15 09:56:52 28/Jan/15 10:03:35
House keepe J Bloggs 28/Jan/15 09:50:41 28/Jan/15 09:55:22
House keepin J Bloggs 27/Jan/15 14:23:24 27/Jan/15 14:27:41
House keepe J Bloggs 27/Jan/15 14:13:01 27/Jan/15 14:16:36
House keepe J Bloggs 27/Jan/15 14:05:18 27/Jan/15 14:11:48
Defined Tour Details
ReaderName
Min Time (Mins)
Max Time (Mins)
EX reader 1 0 1
EX reader 2 1 2
EX reader 3 2 3
EX reader 4 3 4
Actual Tour Analysis
Date/Time
Reader
27/Jan/15 14:24:22 EX reader 1
27/Jan/15 14:25:33 EX reader 2
27/Jan/15 14:25:57 EX reader 3
27/Jan/15 14:27:13 EX reader 4
Tour Result
Date
Alarm Message
Reader Name
27/Jan/15 14:25:24 Guard not reached EX reader 2 in time EX reader 2
Duration 0 Hours, 4 Mins
Fail

To close the Reports window click on the red cross in the top right hand corner or Quit via the File tab.

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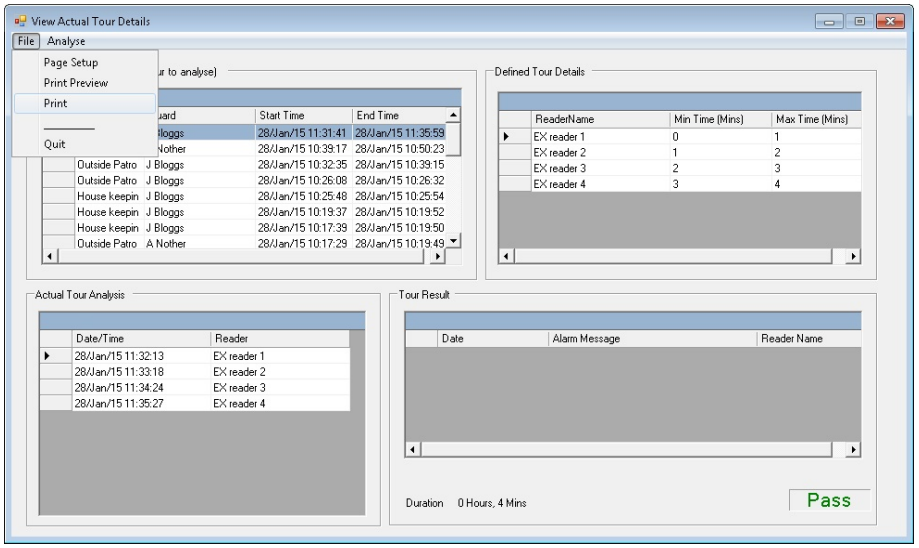
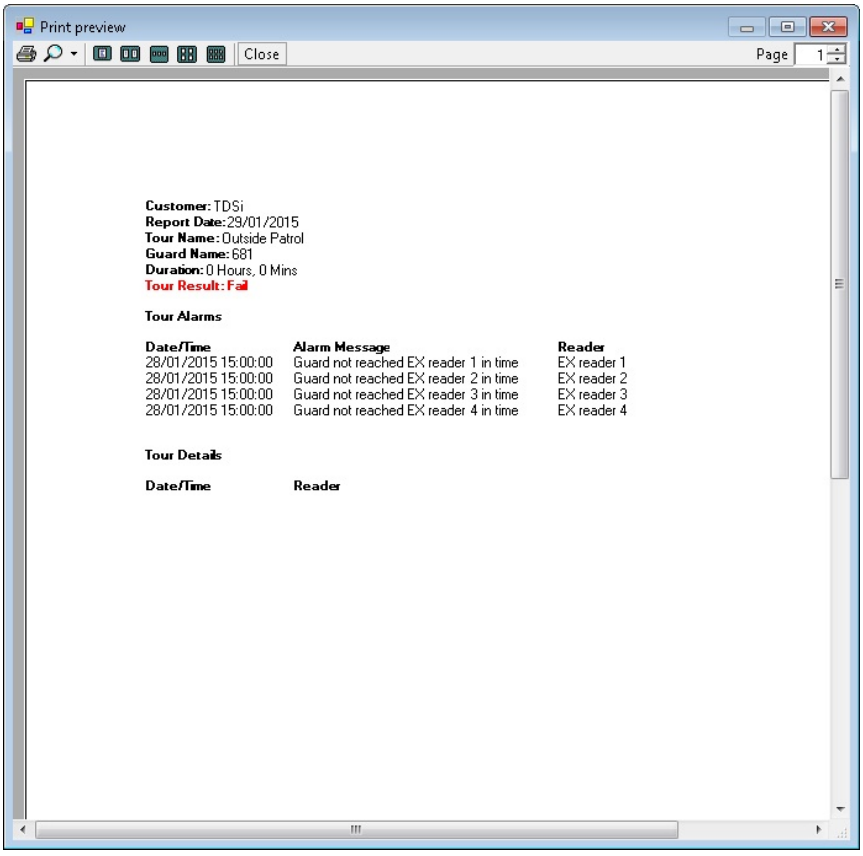
15. Printing Reports

Once a tour has been analysed it is possible to preview or print the results. All of the information displayed during the analysis is provided on the printed report, however some of the information is laid out differently.
To Print or Preview the report, click on the file .tab at the top of the page and select from the options.



Below is how the report will be presented when printed out


Print preview
Close
Page 1
Customer: TDSi
Report Date: 29/01/2015
Tour Name: Outside Patrol
Guard Name: 681
Duration: 0 Hours, 0 Mins
Tour Result: Fail
Tour Alarms
Date/Time
Alarm Message
Reader
28/01/2015 15:00:00 Guard not reached EX reader 1 in time EX reader 1
28/01/2015 15:00:00 Guard not reached EX reader 2 in time EX reader 2
28/01/2015 15:00:00 Guard not reached EX reader 3 in time EX reader 3
28/01/2015 15:00:00 Guard not reached EX reader 4 in time EX reader 4
Tour Details
Date/Time
Reader

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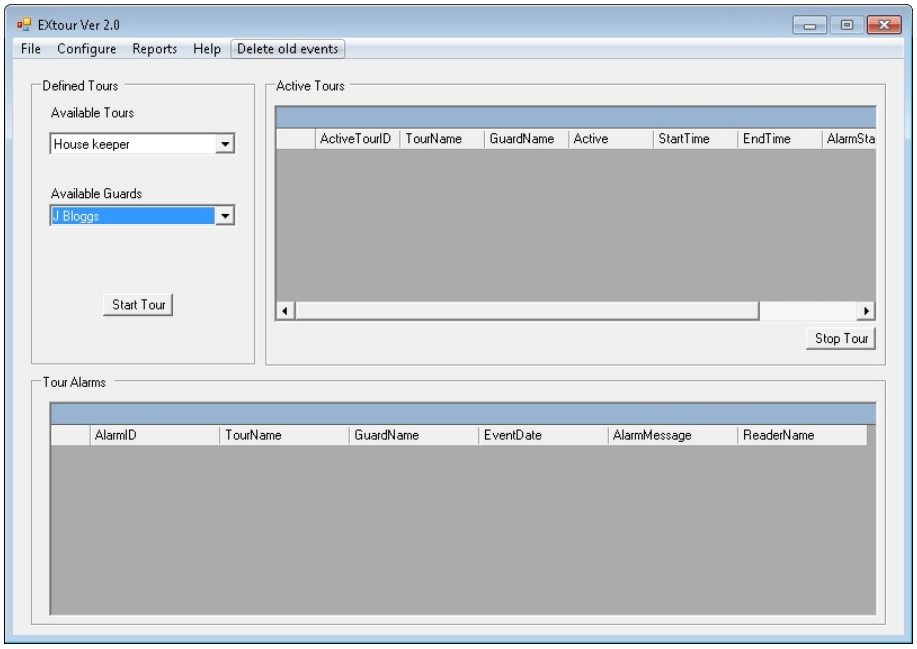
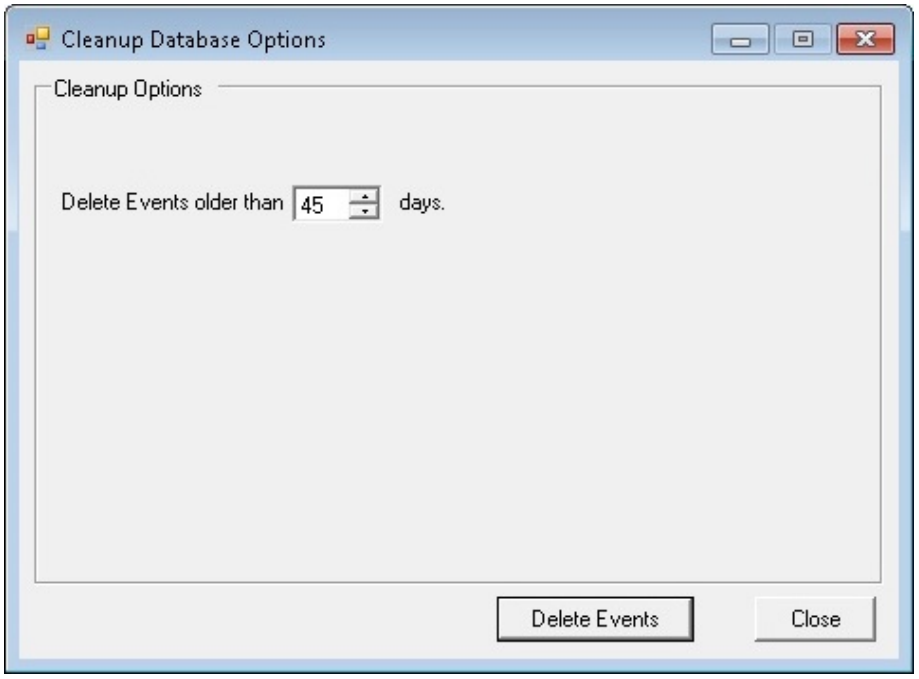
16. Delete old events

You can maintain your report database via the Delete old events button at the top of the window.
This will allow the user to delete events that are older than a specified number of days, between 1 to 90.
It is recommended that the database is cleaned up periodically.



When the Delete old events is selected the window below will appear.
Default is set at 45 day, however this can be adjusted to suit.



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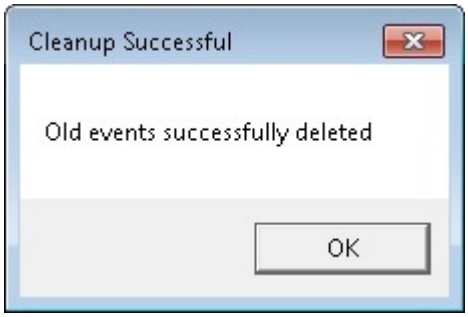
When you are happy with the desired days, select the Delete Events button and the below confirmation box will appear.



Click OK to close window.

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